

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
February 12, 2003**

Agenda

- Previous Action Items (Rice)
- Support Center Items (Griffin/Baker)
 - Performance Measures
- Request to ADs for Input on EWM 1.2 (Griffin)
- Status on DOE Chief Information Officer (CIO) Consolidation (Griffin)
- Review of Service Level Descriptions (Griffin)

Action Items

Previous Action Times	Status
Check with Bill Valdez to ensure the Remote Access project does not need Information Management Board approval before rollout. (Peggy Burris)	Complete

New Actions from the February 12 Meeting	Assigned To
Provide CIAG the list of EWM 1.2 enhancement items.	K. Centeno
Contact Program AD/OD to discuss importance of EWM 1.2.	CIAG
Add status update on EIM to CIAG agenda.	T. Griffin/P. Rice

Support Center Items (B. Baker/T. Griffin)

The Exchange user list was reviewed with no actions.

The remote access solution project is on schedule and the rollout of the new solution is planned for mid-March. The next round of image updates is expected in the next few months; Baker will bring additional information on this to a future CIAG meeting.

January performance measures were reviewed. Email has been operational 100 percent of the time for 24 consecutive months. The percentage of calls resolved by the first phone analyst by the end of the first call and the percentage of medium calls resolved within 4 hours have both dropped. New call specialists were hired in January and are in the training process, which is the most likely cause of the percentage decrease. The numbers are expected to increase as the new call specialists become more familiar with the SC environment.

Request to ADs for Input on EWM 1.2 (T. Griffin)

New corporate systems development planned for fiscal year (FY) 2003 includes Execution Work Management (EWM) 1.2 and EWM 2.0. It appears that the functionality of EWM 2.0 is now going to be provided by iManage, a DOE corporate initiative that is underway. Budget allocated for EWM 2.0 has been returned to program direction funds.

EWM 1.2 is underway and on schedule to be completed in May. Organizational Administrators (OAs) met with SC-41 to determine items critical to improving operational efficiency in grants and contracts processing. These five enhancement items became the scope of the project.

The Streamlining Department Grants Processing (SDGP) project, another DOE corporate initiative, is also underway and in the requirements-gathering process. EWM is a candidate for the corporate system; however, the requirements

phase is expected to last 6 to 8 months. A meeting was held recently with Associate Directors/Office Directors (AD/ODs) to request their input on stopping EWM 1.2 development during this period. AD/OD input on this decision is due to Kimberly Rasar this week. CIAG members are strongly encouraged to contact their AD/ODs to provide them accurate information on the EWM 1.2 project and why it is important.

Status on CIO Consolidation (T. Griffin)

Mr. Griffin provided an update of the Extended Common Integrated Technology Environment (eXCITE) project, which is underway under the direction of the DOE Chief Information Officer (CIO). The comparison chart between OCIO eXCITE services and SC services that was requested by Dr. Orbach has been completed and presented to Todd Harding and Jeffrey Salmon. Another meeting is planned with Harding and Salmon to finalize the comparison chart before it is presented to Dr. Orbach. Meetings are underway with the OCIO to verify that SC-41 comparison findings are correct and gather information on the status of other DOE Programs and eXCITE. All of the comparison information will be provided to Dr. Orbach in February, who will then meet with the DOE CIO, Karen Evans.

Review of Service Level Descriptions (T. Griffin)

CIAG members continued reviewing the service level descriptions (SLDs) provided in the FY 2003 Operating Plan to identify changes or improvements that could be made in the way services are provided. Suggested changes will be incorporated and provided to the CIAG for approval once all descriptions are reviewed. Cybersecurity, Workstation Refresh, and Infrastructure Updates SLDs were reviewed with no major changes or discussion.

Proposed February 19 Meeting Agenda

- Previous Action Items (Rice)
- Support Center Items (Griffin/Baker)
- Update on OCIO Consolidation (Griffin)
- EIM Status (Griffin)
- Review of Service Level Descriptions (Griffin)

Meeting Attendees

Name		Organization	Contact Information
Dilworth–Chair	Greg	SC-14	3-2873
Rice–Exec. Sec	Pat	SC-41	3-4556
Baker	Brent	SC-41	3-2345
Beall	Jeanne	SC-41	3-4587
Black	Lisa	SC-41	3-1310
Burris	Peggy	SC-5	202-586-7265
Buswell	Steve	SC-7	6-9741
Centeno	Kathi	SC-41	3-5472
Farrand	Sue	SC-41	3-1884
Flynn	Kelly	SC-41	3-3193
Forsythe	Todd	SC-41	3-6409
Griffin	Ted	SC-41	3-4602
Hiegel	Jane	SC-31	3-5800
Nunez-Mattocks	Aracely	SC-62	
Sauter	John	SC-55	3-3287
Sier	Donna	SC-22	3-4360
Stodolsky	Marvin	SC-72	3-4475